

We, the Mozilla Support (SUMO) community members hereby agree to the following community & communication guidelines and hold them true while participating in SUMO activities.

As a SUMO Moderator community member:

What should I do if I encounter a problem that is not covered by these guidelines?

Please report anything that is not currently covered in these guidelines in the Moderator Forum on support.mozilla.org. This also applies to situations when you are in doubt whether a certain action should be taken.

Users or fellow contributors that are misbehaving/making bad suggestions should also be reported in the Moderator Forum, depending on how delicate/severe the situation is.

If at any point you feel that anything should be reported to someone from Mozilla only and not shared with other Moderators), please contact any of the Admins as soon as you can.

As a SUMO community member and forum moderator:

1. **I accept and promise to follow** all the above guidelines.
1. **I agree** to take action as specified by the SUMO Moderator Guidelines.
2. **I agree** to be nice and aware of potential multiple cultural differences between the Mozilla product users and my fellow community members.
3. **I accept** that I will be contacted by moderators, community managers, and other Mozilla product users from the private message feature.
4. **I will remember** to have fun and take a break when I become frustrated or find myself in a heated debate.
5. **I understand** that compassion is a trait I should display when communicating and collaborating with other community members and Mozilla product users.
6. I understand that when I notice a user spending more than 8 hours straight on the forums or in any other Mozilla domain I will remind them to take a break, as well as watch myself to remember to take a break.
7. I will remember to report any other toxic behavior to an administrator and provide screenshots of conversations.

8. I understand that moderators from different regions will have different interpretations of model behavior, however I promise to have an open mind when escalating any behavior that is out of the basic participation guidelines for all users.
9. I understand that leadership can change, and recognize that and guidelines in this document can be discussed openly with this leadership. I also understand that I can request for a change in leadership if I recognize any toxic behaviors such as spam, continuous conflict, or a stop in participation.
10. I understand that I am held accountable for my posts and actions as I represent Mozilla in the support forums and all other mozilla.org domains. This means, but is not limited to showing respect for diverse cultures, remembering my impact with my moderator permissions, remain positive when giving constructive feedback in a professional way, and remaining respectful, but direct in my messages.
11. I understand that if there are any situations in which I am confided in that do not follow the Community Participation Guidelines I will report it and escalate it to inclusion@mozilla.com and inform an admin if action is not taken.
- 12.
13. I will remember to give positive recognition new contributors for what they know as well as what they do in the forums.

With the above agreement as a moderator, the tasks and duties of a moderator in both the support forums and the social support accounts my duties are of the following.

The fun stuff:

- You need an avatar. Be believable when helping out members with their queries
- keeping threads alive by asking questions
- engaging new users in the forums and welcoming them
- being a positive troll
- showing the ropes to new users and or contributors
- Being be yourself in a safe space, no need for a paper bag personality, just keep it professional, positive and direct.

Not so fun stuff:

- Deleting, never, commenting out or moving, yes.
- A user uses foul language or is engaged in an argument with another community member:
 - Please ask them to take a break

- Please ask them to take a screenshot
 - Then please consult an admin if it escalates
- When a user is spamming the thread:
 - Please ask the user to open a new question
 - Please mark it as spam
 - If the user comes back and says it was not spam, please let them know that
- When a user is not following the agreed common behavior in the guidelines:
 - Please remind them about the behavior they agreed to abide by.
 - Consult in the moderator's forum and document the instance for further action to be taken if it happens more than once.
- Reporting back seat moderators, any user that is not a moderator that is mentioning the participation guidelines or that makes you question anything, don't be afraid to ask a moderator.
- When to ban or mute a user:
 - If a user conducts an -ism (Racism, genderism, threatens, and or)
 - If a user is spamming the forums or any of the Social Support accounts
 - A user continues to break the guidelines after a warning. However please feel free to consult an administrator.

Social Support Moderation Guidelines:

<https://docs.google.com/document/d/1N6W75pDQRKUXqIJthK0ao2PDMqs0WAjL5pqGo0V9xnc/edit?pli=1#heading=h.13224aamy802>

Rules of Engagement for Social Support Moderators

- I understand I am accountable for make decisions on behalf of the Social Support Program and Firefox and Mozilla Accounts in Reply.
 - All decisions by staff need to have one or more community member's feedback on any changes.
 - We are transparent through the whole process: we open a discussion,
- I will be responsible when sharing information,
 - NDA only info can be shared in the social-support@mozilla.com
 - Telegram Support Channel, IRC and the Support forums in support.mozilla.org
- I promise to consider ideas for improvement and share them in these threads:
 - Please use the social-support@mozilla.com
 - Please use the telegram channel
 - Discussions and Feedback can be engaged in the support forums or on the SUMO category of discourse.mozilla.org
- I understand that I may need to coordinate hand-offs,

- For example: When Rachel is on vacation, Sierra, Liz are the hand offs for the Reply by Buffer Tool, Roland and Patrick are the escalation point of contacts for product issues
 - For example, if you know that you will have other things to do, let's say, life, I will leave a message in the moderator thread that I will not be available.
- I am responsible for reviewing work of other participants,
 - All work must be reviewed by a community member or an admin before being promoted to the rest of the community
 - All feedback is welcome, however please make sure that it is in a respectful way
- I understand that I will challenge prevailing thought, prioritize and resolve conflict.
 - When Moderating, ask for screenshots and for accounts of the issue from all involved parties
 - Final decisions are made by administrators and steps preventing or improving the circumstance of each situation will be discussed by the sumo staff and moderators active in the support community.
 - Where: Moderators Forum or private email to Social Moderators

Research references:

<http://www.communityspark.com/the-real-purpose-of-forum-moderators-revealed/>

<https://blog.vanillaforums.com/community/how-to-choose-the-best-community-moderators/>

<https://support.duolingo.com/hc/en-us/articles/204980530-Who-are-the-forum-moderators->

<https://communityroundtable.com/case-study/improving-community-sentiment/>